

P20419.A06



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al. Group Art Unit: 2642
Serial No : 09/917,746 Examiner: Hector A. AGDEPPA
Filed : July 31, 2001 Confirmation No. 2766
For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

#10
B.D.
6/25/04

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

RECEIVED

JUN 23 2004

Technology Center 2600

Sir :

In accordance with the duty of disclosure under 37 C.F.R. 1.56 and 1.97-1.98, and further to the Information Disclosure Statement filed on October 31, 2001 and the Supplemental Information Disclosure Statements filed on January 2, 2003 and March 15, 2004, Applicants hereby call the following document to the Examiner's attention:

U.S. Patent No. 6,278,976 to KOCHIAN, which issued on August 21, 2001.

Applicant respectfully requests that the Examiner consider and cite the above document. A copy of the above-noted document has been listed on a PTO-1449 Form which is also attached. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to Applicant with the next official communication in the present application to confirm consideration of this document.

Further, applicants note that since this Supplemental Information Disclosure

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Statement is being submitted subsequent to the issuance of an Office Action on the merits, applicants have included herewith a check in the amount of \$180.00 to cover the fee set forth in 37 C.F.R. §1.17(p). However, the Commissioner is hereby authorized to charge payment of any necessary additional fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, please contact the undersigned at the telephone number provided below.

Respectfully submitted,
Robert R. BUSHEY et al.

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June 10, 2004
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